

DEPARTMENT OF THE ARMY INSTALLATION MANAGEMENT COMMAND UNITED STATES ARMY GARRISON-DETROIT ARSENAL 6501 E. 11 MILE ROAD WARREN, MICHIGAN 48397-5000

REPLY TO ATTENTION OF:

IMNE-MIG-IMC

MAR 2 6 2009

MEMORANDUM FOR U. S. Army Garrison-Detroit Arsenal and All Tenants and Liaison Activities

SUBJECT: Policy Memorandum #23, Wired Telephone Line Management

1. REFERENCES.

- a. AR 25-1, Army Knowledge Management and Information Management, 15 Jul 05.
- b. DA PAM 25-1-1, Information Technology Support and Services, 25 Oct 06.
- c. Army Command, Control, Communications, Computers, and Information Management (C4IM), 14 Mar 08.
- 2. PURPOSE. To provide guidance on management and allocation of telephone lines managed by Detroit Arsenal Directorate of Information Management (DOIM).
- 3. APPLICABILITY. This policy applies to users of USAG-DTA telephone support services.
- 4. POLICY. Telephone Line Management
- 5. PROCEDURES. In accordance with the references, the installation DOIM will provide and manage the allocation of all telephone services to other Army, DOD, or non-DOD tenant activities on a reimbursable or non-reimbursable basis as determined by support agreements. The DOIM is the primary source for obtaining Base Communication (BASECOM) contract support. Accordingly, the following responsibilities are established:

a. USAG-DTA DOIM will:

- (1) Control the procurement of all telephone line services through its BASECOM contract.
- (2) Coordinate with the Telephone Control Officer (TCO) and/or delegated alternates to issue telephone lines to meet customer requirements and maintain a database listing by each organization.
- (3) Provide monthly statements to TCO(s) of their respective telephone line inventory and long-distance usage for certification.

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- (4) Continually work to identify telephones lines that are not being actively used and cross-reference them against the database and the Army Global Address List (GAL) in Microsoft Outlook to determine if these lines can be re-claimed. DOIM will suspend service on these suspected lines for a minimum of one month time period to give the organizational TCO enough time to reclaim the line.
- (5) Provide training and oversight of organization TCO to assure compliance with U.S. Army policy. This will include policies and procedures to prevent security violations and inappropriate use.
- b. Tenants, Garrison Directorates, and other activities will each appoint a primary and alternate organization TCO within each of their respective organizations to work with the USAG-DTA DOIM to fulfill their communication service requirements. Management can delegate TCO responsibilities down to any level within their respective organization.
 - c. Organization TCO(s) will:
- (1) Submit their requirements to the DOIM Helpdesk. The request should have the user name, appropriate management approvals, and justification.
- (2) Review and certify monthly billing statements and report any suspected abuse to management, who will investigate any suspected abuse of the service including notification to DOIM Communications.
- (3) Provide to DOIM a listing of telephone lines that must be maintained within their respective organization to ensure compliance with their continuity of operation plan (COOP).
- (4) Report to DOIM any telephone lines that can be turned back due to non-use or expected non-use for the next 2 to 3 months.
- 6. PROPONENT. Garrison POC is DOIM Communications, IMNE-MIG-IMC, MS444, DSN: 786-6111; Commercial: 586-574-6111.

Garrison Manager